

MSFC ISO REGISTRATION AUDIT SCRIBE NOTES - Feb 98'

THIS AUDITOR'S MAIN FOCUS WAS ON ISO ELEMENTS: *

1 - MANAGEMENT RESPONSIBILITY
14 - CORRECTIVE AND PREVENTIVE ACTION
16 - CONTROL OF QUALITY RECORDS
18 - TRAINING

*** Other generic issues were discussed as appropriate during the audit, (i.e., Quality Policy, Management Representative, etc.)**

Date: Feb. 26 - 28, 1998

Auditor: Auditor #1 (N)

????? - sanitized , replaced an individual's name

BUILDING: 4200

ISO ELEMENT/S COVERED: 18.1 - Training

N: Hello ?????, nice to see you again.

A. - Tells about Reorganization & new office will be liaison (Internal Communications office). Tells about new strategicplan and Admin Star

N: How far ahead are they looking at skills from strategicplan?

A. - He thinks will be 5 yrs. - Have Skills Handbook

N: I'd like to see one. Can I see one?

A. - Yes -- Called to get one brought down to his office

A - Described how Center has approx. 400 skills. Forecast and planning helps target people at the Center. Everyone is wearing 2 or 3 hats and you have to be a little smarter about how you do all this stuff. They have tripled our training budget. Project Light Team looked at several things. Looked at companies. I don't know how much time you have, there are several things I'd like to show you. Ed Tech Center -- I'd like for you to see -- Learning Channel is broadcast 8-5 every day.

A: - Gave auditor CD on IDP's. Tells that it takes about 1 1/2 hr. to go through CD. Center is working on Core competencies. Gave auditor pamphlet

N: - Do you have a need analysis? Say an employee is planning to transfer to another position in a few months does anyone look at what this employee might need?

A: - Do annual needs assessment. Moving from 1 job to another it's supervisors responsibility. We do a call once a year and ask to identify priorities. Shows Org. chart for Center. Works with organizations throughout year too.

N: - Adminstar, OJT, too? How are you maintaining data?

A: - We look at it annually - we might need to look at it more.

A: - (Other Auditee speaks up) We use Form 4333 and it will be transferred to IDP's.

A: - We have new logo. We will be working with orgs. to ensure that everyone works together. You may be interested in "has package" tells about Adminstar, & learner manager. This week ????? another employee are attending a briefing ____ ? With Higher up from ????? IDP CD's tells about how to use Adminstar, tells Supervisors role, employees role, application on Desktop and runs through server.

N: - What if employees don't have CD drive?

A: - Can use ED Tech Center or can check out laptop at ED Tech Center. Problem with Ed Tech is poor location. It is in basement of 4203. Basement dedicated to Source Boards. But we have been looking for something quiet. Gonna move it to G19 in Bldg. 4200. You can put this stuff on web and all over but people just want to walk in.

N: - You have a lot of good tools here. How do you ensure people use them?

A: - Strategic Plan - Pulls out and shows plans describes how CM is tool for employee and now have website. What we hope to do ????? is people are assigned to organizations and want to make people belong to organization. We have been to some retreats. Hopefully through IDP organization Managers and employees will sit down. We send people to training all the time. It's on the individual to start and get manager to agree.

N: - What is timeframe for moving through goals?

A: - We have already met some goals. We plan to look and prioritize. Next step is to determine some metrics and prioritize. Website will capture and show success story. To answer your question we do not have a date yet. Should implement in next 2 years.

N: - When is admin star ready to go?

A: - Everyone should be receiving CD now. MAC version not available until March. This is 30% of Center. Our courseware is in Ed Tech - we have trouble finding for MAC's.

N - Last time here went through - Explain how you record training so supervisor and employee could view requirements together? You have told me about admin star show me objective evidence people had training.

A: - NASA Training Development System - In Oct. we started with admin star - transitioning old History.

N: - When will be complete?

A: - Don't really know - might be this summer.

N: - I have a concern that you will be able to find training records?

A: - We can still find records - Administrative Officers are a go between for Manager and CM office. But with admin star Manager can see for himself.

N: We were told admin star would be up and running when we returned for Certification?

A: - Some are using now.

N: What is the methodology you plan to use?

A: - Covered with current NTDS and admin star and supervisors have had training except MACS.

A: - (Other Auditee speaks now) New Supervisors will also be trained.

N: What about that handbook?

A: - Our employee is going to get the Skill Handbook now.

N: - What is the methodology MSFC plans to use to provide this information? Why look at this if it won't be here next month? (Speaking of Admin star again)

A: - Answer - None

N: - I see.

N: In 6 months I come back. I go out to Test Area. I see a guy and I want objective evidence that this guy is authorized to do this job. Can the supervisor go to Admin Star and pull this guys job description, training, OJT, on the spot?

A: - Certifications should be in Admin Star.

N: - Commercial Training?

A: - Yes - everything will be in there.

N: - Do you have a specification that says Admin Star will do this?

A: - It's a COTS Product. You can buy a Gold License and we can recommend changes. User groups gather information and decide if info. will be good for everyone. As far as specifications. I could probably get them from their website.

N: - When purchased Admin Star - why did you choose version you chose? What requirements?

A: - CSC did a study. Asked important functions and they rated. They looked at 6 or 10 products. When we selected we bought for learning center had availability to do multiple things. So we develop OJT with the company. We did all the beta testing for this company. Other companies come to and look at what we're doing - any suggestions we make play heavy with developer. Brings in copy of Admin Star package.

N: - You got periodic skill requirements, and dates and times - How do you track re-certifications? Due Dates? Do you have a prompt that let's you know and you notify supervisor?

A: - S&MA currently does it now. Admin Star will give dates - will alert the CM person.

N: - What happens if this guy loses certs due to time and he's over due?

A: - Can't enter into system if not updated.

A: - Gives a list of all current enhancements of Admin Star. Link training materials to skills. So when a person does IDP materials screen will help.

N: - Where is Admin Star located?

A: - Michigan

A: - ????? & ????? of Safety Office keep records of Certifications.

A: - Finally shows Skills Handbook

N: - Looking at Skills Handbook - You got a problem here - Index says page 42 go to page 42 and items aren't there. Item is actually on page 39. Asks Auditee where would his skills be?

A: - Shows him.

N: - Looks at Escort - Where would your skills be?

A: - Looks at book - I work in Optics & Project management. Do you want me to pull that out?

N: - Yes

N: - Where would you find your code?

A: - My supervisor or my secretary

N - If you were to find out now what your code was who would you call?

A: - I'd call my secretary. Do you want me to call my secretary?

N: - Yes

A: - Leaves room and calls secretary

A: - Returns with info. - Position Description is ?????

Optics code is ?????

N: - Could you contact S&MA and see if we can arrive in 2 hrs ????? ? - Plans to look at certs records.

A: - (Escort) I don't know. I don't see code in here. ????? -Occupational code instead of skill code.

N: You got a skill code - Engineer - But you are doing Project Management - How do you handle this? Why don't you have Project Management code?

A: - (Escort) Quickly happened and he went over to Personnel and decided what code to use. I really fit into Project Management

A: - Gave auditor Project Management Development Process Tape and documentation info.

N: Who would you call to find out?

A: - (Escort) Personnel can do it.

N: Please call someone.

A: - Ok - call ?????

N: - (Other Escort) - We are mostly familiar with position descriptions. Skill codes are more for tracking skills at Center.

N: - We need to look at whole program. These skills should be looked at for the Center.

A: - Enters ?????.

N: - Where would you find Escorts skill mix?

A: - (Escort) - I have a PDN - How would we know? Ask Personnel?

A: - Stored in Personnel Payroll Database. Sent out last year and got an update. S&E was a big player in this. As 52's come in we will be updating. We're about to ask for people to update again. ????? will look in Database and give Escort his code. ????? attempts to log onto G.W. computer. He can't get where he needs . He leaves to go to his office and print out info.

A: - ????? returns with code and identifies correctly 2 codes for Escort - Shows Project Mgt. and Engineer

N: - Escort has 2 codes could a person have more?

A: - ????? can put up to 3 codes - skill codes are used for workforce FTE's sent up to CFO.

N: - I might mention a fact - you might want to allow for more than 2 codes.

N: -Let's go to see Certs in S&MA and Ed Tech now. Walk to Bldg. 4203 Basement - Ed Tech Center
Begin tour - Show foreign language and Professional Development Tapes. Can request course online through Admin Star

N: - Could you show me how you schedule ?

A: - CM employee (Contractor) asks NQA Rep. to come around behind desk by her computer. She pulled up the system she uses and demonstrated scheduling a course.

N: - Have you lost any items?

A: - NO - we're concerned about laptops; but have allowed laptops to be checked out - we were cautioned about those. More people are getting CD's at their work station.

N: - Are you working on getting training for Micro Soft 97?

A: - Checking on it but have concerns

N: - If someone wanted to add course how would they do this?

A: - Just give us the info. and we would look at it. No actual form or format now.

N: - Do you have a catalog?

A: - On line - Happen to have a printout. Shows to NQA Rep.

Session 1: 4203/1201, review of NCR's from Pre-Assessment Audit.

Questions about delay in Admin Star (IDP) and intermediate fix in place

A. Is form (documents required OJT) ... kept by supervisor?

A. Yes

N. Are all procedures in place? (Level 1,2,3 Qual. Sys. Documents)

A. All Baselined. Tweaking still occurring.

N. 1st round in place?

A. Yes

N. [Looking at a list of draft procedures] Are these released?

A. [A points out which are released while Escort checks Master List for 1 or 2 A unsure about]

A. There are about 5 in draft. There were 52 approved documents then [Pre-Assessment], 61 today. All Level 1,2 covered. A few Level 3,4 in draft.

Session 2: 4200, EA01

N. General introduction about element 4.1

N. What is the Quality Policy?

A. [Answers] I don't take it lightly.

N. Who are your customers?

A. Variety. Directly in support of projects. Direct customers of Task Agreement from JSC. Design, Analysis, some major deliverables. Internal Customers - Chief Engineers ...[missed notes] Variety of customers. There is still a focus on customer satisfaction from TQM.

N. Who, how many, work for you?

A. 1623 Civil Service. About 1000 support contractors. Almost Badgeless. Direct Support.

N. Who are they from? [Support Contractors]

A. Sverdrup,.....[lists different support contractors and approx. size of each]

N. These people in scope?

A. Oh yes, if on site.

N. Primary tasks?

A. We are design and development for in-house tasks. Monitor contractor's, for example, AXAF support and oversight. Technology development. Design Development. Deliver payloads to brackets...[missed]

N. How did you deploy the ISO policy?

A. 2 ways. As deputy, I was responsible for Chief Engineers, interface with project offices, contractor oversight. Led effort within S&E overall. Through a series of meetings, discussions at a lot of different levels. We took the 20 elements and evaluated each organization for application - [elaborates] . 1st Chief Engineers, same thing with labs. Which elements are you involved with? Then, how are you doing this? Different roles for each org. 1st worked with Sr. Management, followed later with internal audit findings, pre-assessment findings. Look [each org w/in S&E] at your processes, etc., - would you have found the same problems? Have continued to do this. Candidly, metrology ...[missed] We asked ourselves, are we following these procedures? Held 2-3 pep talks. A series of efforts to focus this. Think about it in terms of the 20 elements, Lab directors, take a general's attitude...

N. What do you see as biggest Quality challenge in next year?

A. Biggest? Momentum. People can't lose sight of what we have done. Can't backslide. In S&E, as we proceed we are pretty much there. A few organizations are out of scope. Bigger challenge - to continue to provide quality products and services in downsizing and aging organization. Losing senior people [buyouts, etc., discusses general downsizing

plan, environment]. Much of the residual knowledge is leaving and this knowledge is spread thin. The younger people are picking up the slack, but it takes time to learn.

N. Assume - we go to Mars tomorrow. How fast to get ready?

A. Fairly slow. We are selective in hiring. Excellent contractor workforce , and they would help.

N. Processes for training, etc. Are they robust enough to handle a major ramp?

A. Think so. Major effort like that would probably make us re-assess our design tools, Optimize our design process, refine automated processes. Funding limitations drive these areas, and would drive these efforts.

N. Could the contractor workforce pick up the slack?

A. Yes. Usually able to respond rapidly.

N. If you found a problem with documentation, how would you initiate a change?

O. Design review process. Use RID in this process, and this goes into a formal review process [realizes misunderstanding]

N. Hey, this isn't how we do it...

A. There is a review process on the web. There is a form to fill out and trigger the process. Also, there is a customer comment system as part of P4 [P-04.x]. He [one of my people] could bring in issue to me and I could bring it up at a Quality Council meeting.

N. If support contract people are not the right people - what do you do?

A. 1st pick up the phone and call my counterpart at the contractor. Formal - PEB process. [elaborates on PEB process]. It really depends upon problem. I might not wait for PEB, so I would call the contractor, and then may or may not go to the PEB.

N. Final Question. Who is the management rep.?

A. Bob Schwinghamer

Session 3. 4200, DA01

N. Since last time we were here, give me a thumbnail of your achievements.

A. We have had 4 Quality Council meetings. Documentation says to hold at least 2 per year. I think we will keep this up. Whatever comes from that [Quality Council] are marching orders. We have increased the tempo of QC meetings. Based on JSC's experience over corrective and preventive action, tiger teams, training sessions were put in place. Did same thing with metrology. A series of courses. Went further and targeted it [metrology training] to those involved. Did all that. Put on major press over documentation. We got dinged [in Pre-Assessment audit] and we weren't ready. You know it's all electronic...[expands on system].

N. Yeah, it's obvious.

A. [Explains that we started baselining documents and quit tinkering with them]. All of Level 1,2,3 documents are finished. OWI's - still some, but it's a living thing, and these changes will continue. Even in Level 2,3. 3 times a week the Executive Staff meets, and I began to make a point about ISO in each meeting. Employee Updates - I always used these to update on ISO.

N. I hear the major concern is momentum. [maintaining after certification]

A. You'll be back in 3 months. I talked to Acting Center Director and she feels that we will need to bring everyone back in scope. Already laid out internal audit plans for the next year.

N. Question and discussion about ISO status in rest of NASA.

N. Corrective action system. You've done a lot. Looks nice. Preventive Action too. Will you use the same system with contractors, vendors, etc.?

A. Oh yeah. PEB process - we critique the performance of the contractor. But problems are always left to the contractor to fix. So we added a statement [to the Award Fee CWI] requiring contractor corrective action plans for weaknesses.

N. What about suppliers - raw materials, etc. What are you going to do?

A. Less clear..[missed]. We take the burden of determining that what we get is the right stuff.

N. [more about problems with suppliers]

A. [Escort clarifies and supplies reference from appropriate document. Also added that procurement added training on contractor corrective and preventive action system. Expanded on the scope of this training.]

Session 4, 4200, DA01

N. I've heard good words. Tremendous effort since last visit. Enthusiasm! What did you do?

A. These people [MSFC] are fantastic. [Expands]

N. Next beast to attack?

A. Making sure we keep it on track. Next is to expand it to everyone.

N. How is your contractor community supporting your efforts?

A. Very good. Most are registered, rest basically compliant ... [missed]

N. Expand the scope in the next year?

A. Will be on the agenda of the next Quality Council meeting. Need to lay out a plan so we stay with it.

[General discussion about expanding scope]

N. When the Quality Policy was developed, what was your involvement?

A. I worked with Associate Director (Technical) and the previous Center Director on the development. Since I became acting [Center Director], much more involved.

N. How will you measure [metrics] yourself against the Quality Policy?

A. I think the corrective and preventive action system will show us how we are doing.
[expands]

N. This will be part of a process of evolution?

A. Part of it. Of course, the programs and projects have their own metrics they have to meet. The PMC's provide a real forum for this.

N. Who is the ISO Management Rep.?

A. [answers]

N. Upcoming Quality Council meetings - is there a plan to re-visit your Quality Policy?

A. Definitely. When the scope changes, the Quality Policy will modify with it. The policy itself, no. The elements of implementing the policy will change.

N. Biggest quality challenge of the next year?

A. Continuing to follow the procedures and the expansion of scope. Will have the opportunity to start projects with a clean slate over the next few years.

N. [missed - question about changing procedures/policies]

A. QSDN. [Expands on system]

N. Agreements with other centers? Heard all sorts of different terms [lists some]. Are they the same thing?

A. Task Agreement is the formal mechanism. [expands]

N. Much representation on-site from DCMC?

A. At several contractor sites.

N. Are you delegating fully to DCMC?

A. No. Only certain things. We have resident offices and DCMC supports them.

N. Agreements with other centers to do MSFC work. If one does not perform correctly, how do you seek resolution?

A. Program/project office is the primary interface.

N. Example. Flight hardware is damaged at another center?

A. [missed]. We become part of the corrective action system at the other center.

N. What is your vision for the Quality program?

A. That it becomes invisible and part of everyday work. Transparent.

Session 5. 4203/1201. Reviewing Procedures.

N. [Reviewing minutes of PMC]. Action items are identified, where is closure tracking?

A. Yes, they are tracked and discussed in each meeting. [Further discussion].

A. [Action item status charts pointed out]

N. How many employees are in scope?

A. [Discussion] We can develop and estimate. [Discussion] 3000 - 3500.

N. [Discussion about required attendance at QC meetings. The required attendance listed in the PMC Charter differed slightly from the required attendance notated in minutes. Mistake realized and corrected].

Session 6. 4203. CR01.

N. What do you see as the future vision of ISO?

A. Next step - keep the momentum up. Make sure we follow it, measure it, and communicate it. [missed] Bring everyone else in scope.

N. Major challenge?

A. Declining resources ...[missed]...Do more with less.

N. What tools are of value to keep ISO moving?

A. Management commitment. The implementation team. The right people doing the right things.

N. Do you plan to use other “off the shelf” tools? {List some, Cycle time reduction, Baldrige process, etc.]

A. No. No plans.

N. Any questions for me about ISO process?

A. No.

A. Return to “off the shelf”. Cycle time reduction? Tell me more.

N. TQM, cycle time reduction, Baldrige, etc. Some of these tools can help you with these issues of declining resources.

A. [Discussion] We are doing some of these at contractor sites. In house, we are not.

N. For example - at contractors - the PDR, CDR process. Maybe you can shorten some of these long cycles.

A. I've seen some contractors do this, but we tend to work on onesies, twosies, so it's hard to apply.

N. Try these tools in hiring process, test processes

A. We have gained efficiencies in some processes - not to the extent you describe, but doing some.

[Further discussion]

N. What metrics does your organization get involved in?

A. We use the internal audits, customer comments/feedback....[missed].

N. What is root cause?

A. To me - what is the fundamental reason something happened.

N. Who is the management rep?

A. [answered]

N. What do you think the Quality System will be in a year?

A. You will see more objective evidence that it really works.

ISO Elements: 4.1, 14, 17

No interview at this time. This talk was a review of the pre-assessment non-conformances.

Looked at documents titled, "Corrective Action Plan Relating to Report # 97/35812/PRA01". Corrective Action will be noted as CA

N “What kind of objective evidence(OE) did you find?”

A Shows auditor the CA from the ISO 9000 Web page, and inf. from a Marshall Star.

N “Can I get a copy of Center Director’s ISO 9000 Video Presentation?”

A “Sure, we will get a copy for you.”

N “Why did you use this specific draft?.....You must write down the root cause for all NCR’s. Make sure the cause is understandable for a later date.”

A Shows auditor the slides from the mandatory ISO Employee Review and sign-in sheets.

N “Nice, good job.”

N Gave a root cause scenario. “Why did these things occur? Your responses to the CA’s are not bad at all. You are fixing the problems, but will this happen again? In ISO 9000, you will become a facilitator. If you fix the root cause of the problem, you’re never going to see it again.....OK, now this one is better. Very good, your follow up is good. Excellent. I look the following things in an audit: Non-Conformance Statement, Root Cause, Corrective Action, Preventive Action, and Follow-Up and Close-Out. Let’s break and come back to this later.

N OE conversation. If you don’t have OE, it hasn’t been done. You must have a tangible item to prove it. A Quality Record any document that validates that your system works. Did you do a trend Analysis on NCR’s (root cause)?

Audittee Organization Code: DE01

N Gave an introduction to auditee. "What is your interpretation of MSFC's view of ISO 9000?"

A Stated Marshall's policy

N "How do you address that in your job?....and How do you use this policy?"

A "...Apply standard procedures...(talked about Propulsion Lab).....

N "How do you deploy information to your organization?"

A "Through management reviews,purchasing, and development of Corrective Action (CA) systems."

N "How do you look at NRA's and What do you see as your biggest challenge in ISO?"

A "To continue with the same acceleration and effort without letting things slip."

N "How did MSFC generate the level of enthusiasm that I don't see in other places?"

A "Mainly because of the hard workers, good leaders, and that ISO is a system being recognized world wide. There still is a good work ethic here. A lot of pride in our employees. We are also using the organization as management and not a separate ISO entity."

N "What tools will help you into the next level of ISO?"

A "Formalizing a process that we already had. Also an avenue to identify problems. We will continue to use the internal audits to help guide us."

N "Assuming registration is successful, What is your next task?"

A "Maintaining momentum. We will continue to work hard and management will continue to stress the importance of ISO 9000."

N “Are you satisfied with the management reviews?”

A “Yes, but management will have to continue to work to make things better.”

N “What metrics are you putting in place to measure your progress?”

A “Customer satisfaction, discrepancies or complaints, and other comments from our customers on our products, and internal audits are all metrics. The key is that our customers are pleased with our products.”

N “How will you start deploying this policy to customers and vendors?”

A “Tell customers that we will comply with ISO 900 standards. Also, most of our customers are already ISO certified. We will make sure that the vendors meet the ISO requirements.”

N “Are you planning on tailoring the requirements for different vendors?”

A “We will work individually with them on this.”

ISO Elements: 16 & 18

Building: 4203

CR20

N What type of Training are you involved with?

A Facility (i.e. fork lifts, overhead and mobile cranes)

N Training for Safety Leads?

N Log of people trained?

A Provided list of people trained and list of what we train. We keep track of certifications on Cirtrak

A Showed N the filing system. Only record. People carry certification card.

N How do you track Re-certification?

A Working on a tracking system, passive system right now. Plan to have a tracking system that is automatic. Flags us that a person needs re-certification.

N Pulled seven (7) Certifications records from file cabinet.

N Reviewed S.A. Data - (Confined Space Entry training) 1 year training. No action taken .

N Have you initiated re-training for certification?

E Confined Space Entry training is out-of-scope

N Disagrees under training program to issue.

N How often do you give training to Certify for Program Critical Hardware (PCH)

A Class given every two (2) years

N Forklift Certs?

A Four (4) years

N Overhead Cranes?

A Four (4) years

N There is no signature or dates on the record. There is evidence of re-training documented on sheet, however no signature or date again.

N Cryogenics?

A Four (4) years

N You need to sign both pages or take signature off the other form

N What is relationship of signatures? Person - Supervisor - Cert Instructor

- A We will check on it. Why are they held? Safety Office got it before person receiving signed it
- N Course 85, Course 89 (another) , Need to re-submit 4083 or 4483 to take class again.
- A Take signature block of Examiner on form. Safety Personal Cert form. The actual examiner is not signing the Cert form.
- N Pbs with Records. Dates are not in order, no signatures, and signature/dates not in their order.
- A Administration Pbs in cert training.
- N Do you have OWI on these card PCH?
- A Yes, I'll get you a copy. Provided a copy of procedure.
- N When does employee sign 4083?
- A Explained - Training data base is record of training should be there.
- N Quality Records retention?
- A Covered in OWI - Cr20-008
- N Not in OWI how long to keep Cert Training
- A These are not quality records
- N How long do you maintain records of Safety Certification? NHB 1441, who is custodian and how long do you retain records?

ISO Elements: 16 & 18

Building: 4205

CR30

N Do you have training records for Certifications?

A ESD, Cabling, Welding and Soldering

N Do you have a log?

A Yes, Provided list except for ESD. ESD was on a separate list.

N When re-cert is necessary, what is the process?

A When due, send letter to person and supervisor.

N Can I see procedure that documents this?

A MSFC P18.1 - C01 was provided.

N Do you have a copy of Mil-Spec 445?

A No. No one is certified to 445

N Mil-Spec 1595?

A Let me see, went to file cabinet. Pulled file folder that contained 1559.

N Is this the most current revision?

A I would have to check at the repository.

N Outside documents visited

A From repository. The repository provides the latest copy and updates.

N Can you verify the copy you gave me is the latest (1595)?

A Yes, (after calling the repository) it was verified the copy given was the latest revision

N Are Cert files Quality Records?

A Yes

N What happens after ten (10) years?

A Cert are good for 3-4 years. Given us a few years and historical record past for past certifications.

N List of ESD?

A Will print out ESD list. Provided the list to N

N What happen to the ones that fail?

A Have to take the class again

N Where is that person working now?

A Do not know. Not an employee of NASA. Class open to MSFC and contractors.

N Has anyone asked why supervisors certify their people to take ESD training, that needed classes and they failed?

A No

E No

N I would like to see procedures for training and certification process.

A Provided CWI 18.1 - C03.

N Can I see records for ?????.

A Yes, provided records. Passing is 80% or above.

N I see this person failed.

A Yes

N What happened?

A We will have to check records for taking the class again.

N Where is this person working now?

A Gave answer.

A Found retraining records for individual that fail training in first round.

N It looks like the same test?

A The test changed. Employee does not take same test after failing.

N Looked at another individual that failed test that was required to have ESD training.

Went through the same series of questions

N There is no distinction between tests. ESD printing roster not up-dated.

A Let me check it to see if I printed the correct page. No, I pulled the wrong file/list.

N Do you keep multi-list?

N How do I distinguish between current/what current?

A We keep handwritten copies, update the list normally. We need one list. Had two version of same list.

N How do you document nonconformances?

A MSFC Form 460

N Where are DR's filed? I want to see your oldest record.

A DR #3261 was provided. DR was dated back to 1986.

N Need to see if it was documented per procedure.

A N/A

N Identification of Quality Records and retention time?

N DR 3261 initiated in 86' closed in 92' and retained approx. 5 years.

A Retention is a minimum of three (3) years. We do not destroy until told by the project office.

N Need to change procedure to reflect how you do business

N Procedures and what was being done by Auditee did not match procedures and actual retention. Procedures and what you say you do did not match what you are doing. Records and retention has to match what you do or say you will do in your procedures.

N Show me the QA plan for this DR and Project or the direction from the Project.

A We do not have it

N Do you have a Quality Plan or Project Plan that show to retain subject DR past Three (3) years?

A No, If the project does not give direction, then we will send a memo requesting disposition.

